

1       **1. A method of operating a data processing system, said method comprising:**  
 2       **receiving, via a data network, at least one keyword from a patron;**  
 3       **querying a database with said at least one keyword to select a resource provider; and**  
 4       **initiating a telecommunication session between said patron and said resource provider.**

1       **2. The method of claim 1 wherein said telecommunication session is a voice**  
 2       **telecommunications session and said telecommunication session is established via a public switched**  
 3       **telephone network.**

1       **3. The method of claim 1 wherein said telecommunication session is a voice**  
 2       **telecommunications session and said telecommunication session is established via said data network.**

1       **4. The method of claim 1 wherein said telecommunication session is text telecommunication**  
 2       **session and said telecommunication session is established via said data network.**

1       **5. The method of claim 1 wherein an operator of said data processing system selects said**  
 2       **resource provider based on whether said resource provider is immediately available to communicate**  
 3       **with said patron.**

1       **6. The method of claim 1 wherein said data processing system is a world wide web site and**  
 2       **said data network is the Internet.**

1       **7. A method of operating a data processing system, said method comprising:**  
 2       **receiving, via a data network, at least one keyword from a patron;**  
 3       **querying a database with said at least one keyword to determine a plurality of candidate**  
 4       **resource providers;**  
 5       **transmitting a list of said plurality of candidate resource providers to said patron;**  
 6       **receiving from said patron an indication that said patron desires a telecommunication session**  
 7       **with one of said candidate resource providers; and**  
 8       **initiating a telecommunication session between said patron and said one of said candidate**  
 9       **resource providers.**

1       **8. The method of claim 7 wherein said telecommunication session is a voice**  
 2       **telecommunications session and said telecommunication session is established via a public switched**  
 3       **telephone network.**

1       **9. The method of claim 7 wherein said telecommunication session is a voice**  
 2       **telecommunications session and said telecommunication session is established via said data network.**

1           **10.** The method of claim 7 wherein said telecommunication session is text telecommunication  
2 session and said telecommunication session is established via said data network.

1           **11.** The method of claim 7 wherein said data processing system communicates whether each  
2 of said plurality of candidate resource providers is immediately available to communicate with said  
3 patron.

1           **12.** The method of claim 7 wherein said data processing system is a world wide web site and  
2 said data network is the Internet.

1           **13.** A method of operating a data processing system, said method comprising:  
2 receiving a request from a patron to find a resource provider to provide a resource;  
3 conducting, via a data network, an auction to identify said resource provider; and  
4 initiating a telecommunication session between said patron and said resource provider.

1           **14.** The method of claim 13 wherein said telecommunication session is a voice  
2 telecommunications session and said telecommunication session is established via a public switched  
3 telephone network.

1           **15.** The method of claim 13 wherein said telecommunication session is a voice  
2 telecommunications session and said telecommunication session is established via said data network.

1           **16.** The method of claim 13 wherein said telecommunication session is text  
2 telecommunication session and said telecommunication session is established via said data network.

1           **17.** The method of claim 13 wherein an operator of said data processing system selects said  
2 resource provider based on whether said resource provider is immediately available to communicate  
3 with said patron.

1           **18.** The method of claim 13 wherein said data processing system is a world wide web site and  
2 said data network is the Internet.

1           **19.** A method of operating a data processing system, said method comprising:  
2 receiving a request from a patron to identify a resource provider to provide a resource;  
3 receiving, via a data network, a notice from each of a plurality of candidate resource providers  
4 that indicate an interest in providing said resource;  
5 transmitting a list of said plurality of candidate resource providers to said patron;  
6 receiving from said patron an indication that said patron desires a telecommunication session  
7 with one of said candidate resource providers; and

8 initiating a telecommunication session between said patron and said one of said candidate  
9 resource providers.

1 **20.** The method of claim 19 wherein said telecommunication session is a voice  
2 telecommunications session and said telecommunication session is established via a public switched  
3 telephone network.

1 **21.** The method of claim 19 wherein said telecommunication session is a voice  
2 telecommunications session and said telecommunication session is established via said data network.

1 **22.** The method of claim 19 wherein said telecommunication session is text  
2 telecommunication session and said telecommunication session is established via said data network.

1 **23.** The method of claim 19 wherein said data processing system communicates whether each  
2 of said plurality of candidate resource providers is immediately available to communicate with said  
3 patron.

1 **24.** The method of claim 19 wherein said data processing system is a world wide web site and  
2 said data network is the Internet.

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